



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF TREASURY  
LANSING

JAY B. RISING  
STATE TREASURER

TO: Participating Schools and Lenders

FROM: Diane Todd Sprague, Director

DATE: August 13, 2004

SUBJECT: Educational Loan Notes

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**MEET THE DIRECTOR**

Diane Todd Sprague came to the Michigan Guaranty Agency (MGA) in June to replace outgoing director, Patricia Scott. Although new to MGA, Diane has been a key member of the Michigan Higher Education Assistance Authority (MHEAA) for several years, serving as director of the Office of Scholarships and Grants since 1998.



MGA Director, Diane Todd Sprague

Prior to her work with MHEAA, Diane served as Director of Financial Aid at Northwood University for seven years, and briefly, at Ferris State University in the same capacity. Her career in student financial aid began at Central Michigan University in 1986, where she served as Assistant Director of Financial Aid with a focus on scholarships.

When asked what she sees as her most important role as MGA's director, Diane quickly responds, "I want to continue the tradition of great customer service that MGA is known for. I am very excited about the opportunity to work with the agency's staff, with our schools and lenders, and with the students."

Diane and husband, Terry, are parents of nine-year old son, Nate, who keeps them both busy and happy. She is also eager to acknowledge her role of step-mom to her "two beautiful step-kids," Jason and Lydia.

With her many years in the student financial aid community and her obvious dedication to the industry, MGA is fortunate to have Diane Todd Sprague at its helm. Please join us in welcoming her to the agency. Diane can be reached at 1-800-642-5626, extension 32436, or via email at [spragueDT@michigan.gov](mailto:spragueDT@michigan.gov).

**New  
Employee  
Spotlight**

As a result of the recent reorganization within MHEAA, MGA gained several new and talented employees. Over the next few months *Educational Loan Notes* will feature these new members of the MGA team. It seemed only fitting to begin this series by introducing you to our new director, Diane Todd Sprague.

### **OPENNET STUDENT LOAN COUNSELING AND DOCUMENTDIRECT WEB TRAINING**

The Michigan Guaranty Agency, in partnership with Sallie Mae, is very pleased to sponsor a training on “**OpenNet Student Loan Counseling and Running DocumentDirect for the Internet (DDI) Reports.**” This Webcast training will allow a larger number of financial aid officers to participate. Under this format, participants will dial into a conference call with other OpenNet/DDI users and simultaneously log into a Web site to view training materials. This allows financial aid officers to ask questions and participate in the training from the comfort of their own offices. The Webcast training is scheduled for **Thursday, August 19, 2004**. The training, led by Gaynel Bryan from Sallie Mae, will last approximately one hour.

We hope you can take advantage of this opportunity to learn more about **DocumentDirect**, which includes:

- How to set up student loan counseling.
- Receiving email notifications.
- Using DDI to view information.
- Using DDI to download information into Excel.

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### **WEB INSTRUCTIONS:**

#### **On your computer:**

**On Thursday, August 19, 2004, at 11:00 a.m.**, click on the following link to automatically attend:

<http://www.placeware.com/cc/vcc-ic01/join?id=ic01-DDI&role=attend&pw=DDI>

Your Name: (Enter your name and DE code).  
Example: Susan 002412-00

#### **Next:**

Audio Information:  
Call: 1-888-675-6240; Code: 317-595-1200

#### **Alternate attendance instructions:**

Go to: <http://www.placeware.com/cc/vcc-ic01/join>

Your Name: (enter your name and DE code)  
Example: Susan 002412-00  
Meeting ID: ic01-DDI  
Meeting Password: DDI

If you have any questions regarding the training, please contact Flora Boles, School Services Unit, at extension 52882, or via email at [bolesf@michigan.gov](mailto:bolesf@michigan.gov).

### **MAPPING YOUR FUTURE PLUS LOAN GUIDE**

MGA, as a sponsor of Mapping Your Future (MYF), would like to inform you of an online guide developed by the MYF Default Prevention Team regarding Federal PLUS loans. Although federal regulations do not require PLUS loan entrance counseling, the *PLUS Loan Guide* will provide information for parents on a variety of topics. Parents can read the content page-by-page or download the guide from the MYF Web site.

The ***PLUS Loan Guide*** includes information on the following topics and resources:

- Applying for a Federal PLUS Loan
- Alternatives to a Federal PLUS Loan
- Understanding Student Loan Borrowing
- Repayment of a Federal PLUS Loan
- Loan Repayment Calculator
- Solutions for Loan Repayment Problems
- Delinquency and Default

The *PLUS Loan Guide* may be accessed on the MYF Web site under the “Parents” tab. Schools may provide a link to the guide for parent borrowers by using the following Web address: [http://mapping-your-future.org/paying/ffelp.htm#Federal%20Plus%20\(Parent\)%20Loans](http://mapping-your-future.org/paying/ffelp.htm#Federal%20Plus%20(Parent)%20Loans). Schools should add the following sentence at the bottom of the link: “Review the *PLUS Loan Guide* for more information.”

The following people are available to assist MYF clients with any customer service issues and to help you with your questions.

#### **Beth Ziehmer**, Customer Care/Operations Specialist

- Email: [beth.ziehmer@mapping-your-future.org](mailto:beth.ziehmer@mapping-your-future.org) or [feedback@mapping-your-future.org](mailto:feedback@mapping-your-future.org)
- Telephone: (573) 796-3730

#### **CariAnne Behr**, Project/Team Coordinator

- Email: [carianne.behr@mapping-your-future.org](mailto:carianne.behr@mapping-your-future.org)
- Telephone: (573) 634-8641

Flora Boles is available to answer any general questions about the *PLUS Loan Guide* at extension 52882 or via email at [bolesf@michigan.gov](mailto:bolesf@michigan.gov).

### **AVAILABILITY OF SSCR FOR WINDOWS, RELEASE 2.0**

In an *Electronic Announcement* posted to the Information for Financial Aid Professionals (IFAP) Web site July 23, 2004, the U.S. Department of Education (ED) announced the availability of Student Status Confirmation Report (SSCR) for Windows, Release 2.0. SSCR for Windows is a multi-year application designed to help electronically certify borrowers' enrollment and update student information on the National Student Loan Database System (NSLDS). This new release implements several enhancements, including updating the software database format to Microsoft Access 2002.

Release 2.0 is available for download from ED's Federal Student Aid Download Web site located at [fsadownload.ed.gov](http://fsadownload.ed.gov). The full Electronic Announcement can be found at <http://ifap.ed.gov/eannouncements/0723SSCNetworkMsg.html>.

### **SUBROGATION INFORMATION**

**Subrogation:** A transfer in the ownership of a defaulted Federal Family Education Loan Program (FFELP) loan from a guarantor to the U.S. Department of Education. To be subrogated, loans must meet criteria established and revised annually by ED.

A borrower who has not resolved his or her defaulted account with MGA or any of our agents is a candidate for subrogation. Additionally, a borrower who is found to be a federal employee, whose loan has been discharged due to total and permanent disability, or who is incarcerated (and will remain so for a year or more) is also eligible for subrogation. Each quarter MGA, and all other guarantors, must assign accounts to ED. Following is a list of the current criteria for subrogation:

- Reinsurance must have been received on the account.
- There must be a valid Social Security Number on the account.
- The account must have been purchased prior to April 15, 1999.

- If an account is in litigation status, the latest placement date must be prior to April 15, 1999.
- The accounts must be in an "open" status.
- The unpaid principal balance must be at least \$100 per loan.
- Payment, voluntary or involuntary, must not have been received on the account within the last 365 days.
- The account cannot have a pending consolidation quote.
- The account cannot be included if certified for IRS offset in the first three quarters, but can be included in the fourth quarter of each year.
- The account must not have more than 35 Application ID's.
- If one of the active loans in an account does not meet the criteria, the account will not be assigned.

An account that is sent to ED for subrogation is no longer actively pursued by MGA. Borrowers are referred to ED to resolve their accounts once they have been transferred. If additional Title IV funding is requested by a borrower that has been subrogated, they must request a financial aid "good standing letter" from MGA, who then requests proof from ED that the account is eligible. Borrowers who are subrogated remain candidates for income tax offset or administrative wage garnishment through ED.

Subrogated accounts are established through ED's Debt Collection Unit and are often sent to collection agencies that hold contracts with ED. Any borrower whose account has been subrogated may obtain information concerning their debt by calling ED's toll-free number at 1-800-621-3115.

### **UPDATED TELEPHONE DIRECTORIES**

Attached to this issue of *Educational Loan Notes* are MGA's updated telephone directories. The first directory lists MGA employees by name within their work area. The second directory is by subject and is beneficial if you have a specific issue but are unsure of whom to call.



### SUBSCRIPTION SERVICE SPECIFICS

#### "Notice of Loan Guarantee Service" for FFELP Schools

- Q.** Our school completed a reallocation of a Stafford loan. We currently receive Notices of Loan Guarantee (NOLGs) and would also like to receive redisclosures for our borrowers' files when we do reallocations. Is there an option we can subscribe to that would automatically send our school these redisclosures?
- A.** There is an option available to schools that will allow redisclosures to be sent automatically. With this service you can elect to receive redisclosures for Stafford and/or PLUS loans.

There are other options available within the NOLG service as well. Schools may elect to have their NOLGs/redisclosures sorted by social security number or alphabetically, and there is also an option to receive more than one NOLG/redisclosure for each of your student loan borrowers.

If this service is an option your school would like to utilize or if you would like to update your current service selections, feel free to contact MGA to learn more about these options. You may also contact us via email to request activation or subscription updates for these services. Please submit your request to Stacy Cardwell at [cardwells@michigan.gov](mailto:cardwells@michigan.gov) or by telephone at extension 36074.

### HOW AN IDEA BECOMES A COMMON MANUAL POLICY

Policy changes originate from Higher Education Act amendments, regulatory changes, or guidance from ED. A change may also originate from a guarantor, school, lender, servicer, or the Policy Committee (PC). Following is a summary of the process of converting an idea into a revision to the *Common Manual*.

- The idea is incorporated into a policy proposal which is drafted by a guarantor, school, lender, servicer, or PC member. The draft suggests specific language changes to the

existing text of the *Common Manual* through strike-outs (for language to be removed) and underlines (for language to be added).

- The draft proposal is submitted to the PC for research, review, and refinement.
- An effective date and trigger event are drafted based on who would be primarily responsible for implementation (school or lender) and any statutory or regulatory effective date.
- The draft proposal is distributed via the *Common Manual* Public Listserv to the FFELP community requesting comments.
- The PC reviews the comments for technical and implementation issues and for community support or opposition to the proposal.
- The PC revises the proposal based on comments, *Common Manual* philosophy, and effective date/trigger event. The PC solicits additional comments from the community, if necessary.
- The Governing Board reviews the final draft of the proposal to amend and approve or disapprove the policy change.
- Guarantors publish new policy summaries monthly using common bulletin language. Changes to the manual's text are published monthly in the *Integrated Common Manual* and annually in the *Common Manual* update.

### ONLINE ACCESS FOR LENDERS AND SERVICERS

Lenders and lender servicers may now obtain online access to the Michigan Guaranty Agency's loan database through the OpenNet Web Loan Delivery service. This service will allow lenders and lender servicers to perform individual SSN inquiries and print copies of imaged promissory notes. Lenders and lender servicers will have access to applications, loans, guarantees, and disbursements. Lenders that are serviced by Sallie Mae will have additional access to view the servicing data.

If you are interested in this service, please contact Pat Fromm at extension 36076, or via email at [frommp@michigan.gov](mailto:frommp@michigan.gov).





**NSLDS REMINDER  
FOR LENDER SERVICERS  
WHO SERVICE THEIR OWN LOANS**

Lender servicers who service their own loans must report both their lender code and their servicer code when reporting detailed loan information to the National Student Loan Data System (NSLDS). Doing so ensures proper tracking of loans and distinguishes self-serviced loans from loans serviced for other lenders.

If you no longer service a loan, please report all zeros in both the "Code for Servicer" and the "Date of Servicer Responsibility" fields. Questions should be addressed to Betty Calloway at extension 39639 or via email at [callowayb@michigan.gov](mailto:callowayb@michigan.gov).

**THE "ED" PIPELINE**

Following is a list of some of the most recent ED correspondence for schools and lenders.

**Dear Partner**  
**July 2004**  
**GEN-04-06**

The Office of Federal Student Aid is adjusting the XML implementation schedule. This letter announces these adjustments.

**Dear Partner**  
**July 2004**  
**GEN-04-07**

This letter updates the information necessary for schools and lenders to comply with the requirements for providing borrowers with information on Federal Student Aid's (FSA's) Student Loan Ombudsman's Office.

**SCHOOL LIST UPDATES**

The new "Active Michigan School List" dated August 4, 2004, was mailed the week of August 9, 2004. The following changes should be recorded. If you have any questions regarding these changes, please contact Stacy Cardwell at extension 36074.

**Contact Name Changes**

**Baker College, Jackson, 004673-09**

Liz Reehl is the Financial Aid Director. Her telephone number is 517-780-4521, and her email address is [elizabeth.reehl@baker.edu](mailto:elizabeth.reehl@baker.edu).

**Oakland Community College, Auburn Hills, 002303-04**

Linda Perry is the Financial Aid Officer. Her telephone number is 248-232-4343, and her email address is [Liperry@oakland.cc.edu](mailto:Liperry@oakland.cc.edu).

**LENDER LIST UPDATES**

School personnel should record the following action on the "Participating Lender List" dated January 23, 2004. Please make the appropriate changes in all sections of the list as needed. If you have any questions regarding this update, please contact Pat Fromm at extension 36076.

**Newly Participating Lender**

**ColLEDGE, 833847**, c/o LoanStar Systems Inc.,  
P.O. Box 4940, Bryan, TX 77805-4940.  
Telephone: 800-829-4599.

**"Q" AND "A"**

**What is a leave of absence?**

A leave of absence is a status in which the student is considered to be continuously enrolled for Title IV program purposes, as approved by the school. An approved leave of absence is a break in enrollment, not including a semester or spring break, that is requested by the student and approved by the school based upon the school's published leave of absence policy. The student's request must be in writing and must include the reason for the leave.

**We received funds for a student who is currently on an approved leave of absence. Can our school disburse those funds to the student?**

No, a school may not credit a student's account or release the proceeds of a loan to a student who is on a leave of absence.

[ §682.604(c)(4) ]

*(Continued on the next page.)*



**How does our school treat a student who does not return from an approved leave of absence?**

If a student does not resume attendance at the institution at or before the end of an approved leave of absence, the institution must treat the student as a withdrawn student.

[ §668.22(d)(2) ]

**What are the requirements our school must adhere to in granting an approved leave of absence?**

There are eight requirements that must be met in order to grant an approved leave of absence:

- (1) The institution has a formal policy regarding leaves of absence.
- (2) The student followed the institution's policy in requesting the leave of absence.
- (3) The institution determines that there is a reasonable expectation that the student will return to school.
- (4) The institution approved the student's request in accordance with the institution's policy.
- (5) The leave of absence does not involve additional charges by the institution.
- (6) The number of days in the approved leave of absence, when added to the number of days in all other approved leaves of absence, does not exceed 180 days in any 12-month period.
- (7) Except for clock hour or non-term credit hour programs, upon the student's return from the leave of absence, the student is permitted to complete the coursework he or she began prior to the leave of absence.
- (8) If the student is a Title IV, HEA program loan recipient, the institution explains to the student, prior to granting the leave of absence, the effects that the student's failure to return from a leave of absence may have on the student's loan repayment terms, including the exhaustion of some or all of the student's grace period.

[ §668.22(d)(1) ]

**How does our school determine what the "12-month period" is and when does it begin?**

The number of days in a leave of absence is counted beginning with the first day of the student's initial leave of absence in a 12-month period. A "12-month period" begins on the first day of the student's initial leave of absence.

[ §668.22(3)(i) and (ii) ]

**We have a student who is now requesting a leave of absence but was unable to provide a written request at the time that his leave began. Can we accept this request?**

An institution's leave of absence policy must be in writing and publicized to students. It must also require them to provide a written, signed, and dated request prior to the leave of absence that includes the reason for the requested leave.

However, if unforeseen circumstances prevent a student from providing a prior written request, the institution may grant the student's request for a leave of absence if the institution documents its decision and collects the request at a later date.

[ §668.22(3)(iii) ]

**One of our students did not return from an approved leave of absence. In order to determine the amount of Title IV aid that our institution has to return, how do we determine the student's last date of attendance?**

The last date of attendance for students who fail to return from an approved leave of absence is based on whether the school is required to record attendance. For schools required to record attendance, the last date of attendance is the last date of academic attendance reflected in the school's attendance records. For schools not required to record attendance, the last date of attendance is the date the student began the leave of absence.

[ 2004 *Common Manual*, 4.5 ]



# Calendar of Upcoming Events

## August

19 OpenNet/DDI Webcast Training

## September

6 MGA Office Closed

5 Mapping Your Future Daytime Chat  
"FAFSA and Financial Aid"

15-17 Michigan Bankers Association  
Retail Lending Conference  
Gaylord, Michigan

22-24 Michigan Association of Community Banks  
30<sup>th</sup> Annual Convention and Expo 2004  
Grand Traverse Resort  
Traverse City, Michigan

## October

8-9 Michigan Association of Credit Unions  
Development Conference and Expo  
Amway Grand Plaza Hotel  
Grand Rapids, Michigan

11 Mapping Your Future Evening Chat  
"Finding the School of your Dreams  
and Gaining Admission"

24-27 MASFAA Conference  
Indianapolis, Indiana

If you need further information or wish to submit items for the calendar, please contact Jim Peterson, Editor, at extension 36944, or via email at [petersonj@michigan.gov](mailto:petersonj@michigan.gov).

# **LOAN NOTES**

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<b>1-800-MGA-LOAN</b> <b>(1-800-642-5626)</b>  <b>517-373-0760</b>  <b>Email Address</b> <b>mga@michigan.gov</b>  <b>Web Site</b> <b>Michigan.gov/mistudentaid</b>	<b>DIRECTORY BY SUBJECT</b>    <b>MICHIGAN GUARANTY</b> <b>AGENCY</b> <b>P.O. Box 30047</b> <b>Lansing, Michigan 48909-7547</b>	<b>Fax Numbers</b>  <b>Administrative 517-335-5258</b> <b>Audit/Program Review 517-335-5982</b> <b>Claims and Collections 517-335-5982</b> <b>Customer Services 517-335-5983</b> <b>Director's Office 517-335-6792</b> <b>Guaranty Services 517-241-0155</b> <b>Lender Services 517-335-5983</b> <b>School Services 517-241-0155</b>
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**MGA staff and units are touch-tone accessible by dialing 1-800-642-5626, then 1 for touch-tone and 2 for the extension, plus the five-digit extension number of the person or unit you are calling.**

#### ADDRESS UPDATE

Borrower .....	Customer Services .....	1-888-272-5543
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School .....	School Services .....	36074

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CommonLine<sup>SM</sup> is a service mark of the National Council of Higher Education Loan Programs.

#### CUSTOMER SERVICES

Borrower Record Inquires .....	Customer Services .....	1-800-824-7044
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General Program Questions .....	Customer Services .....	1-800-824-7044
Loan Processing and Status .....	Customer Services .....	1-800-824-7044
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#### DEFAULT PREVENTION (Borrowers are to call 1-800-635-3786.)

Delinquent Loans .....	Default Prevention .....	1-317-578-6916
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